

Online Access to Loans – eLoans

Executive Summary

eLoans is a cornerstone initiative of the President's Management Council. It represents the largest loan portfolio in the United States. eLoans can simplify Federal loan processing across the government, and can dramatically improve service and customer satisfaction for all Americans. It could save \$100 million annually while providing these benefits. eLoans will create a single point of access for Americans to obtain Federal loans, regardless of sourcing Agency.

From one common electronic access point, the Citizen will be provided a loan experience and educational opportunities to meet their needs throughout their lifetime. To accomplish these objectives, we assembled an eLoans team with active representation from five core Agencies involved in Federal loans today:

- Department of Agriculture
- Department of Education
- Department of Housing and Urban Development
- Small Business Administration
- Department of Veterans Affairs

Three Agencies provide assistance in the event of a crisis. We have not addressed the impact of a crisis-driven loan in the first stages of this initiative. We anticipate their impact to the overall vision to be minimal and do not anticipate any problems retrofitting their loan vehicles to the project.

- Federal Deposit Insurance Corporation
- Federal Emergency Management Agency
- Department of Health and Human Services

Our cross-Agency team has created a joint vision for eLoans, based on best practices from the private sector (financial institutions) and government. We have crossed normal Departmental silos to look for common characteristics across business processes, loan products and operational and system components.

Our joint mission statement and cornerstone principles to guide our business thinking, and set strategic and tactical direction, as we finalize our business case for OMB.

Mission Statement:

- *One place to start any Federal loan in your lifetime*

Cornerstone Principles:

- *Citizen-Centric – Put the needs of the Citizen first*
- *Simplify and Unify – Provide Citizens with one access point to all Federal loan programs*
- *Reduce Government Costs through Shared Resources – Share information and services more effectively across Agency lines*

The eLoans business case for all current Federal loan programs will evolve in three primary phases over the next 18-24 months. It will mutually benefit all Agencies. As the initiative matures through its evolutionary phases, the Citizen's loan experience will be simplified and the Agencies' administration and servicing costs will be reduced.

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Solution Maturity



TODAY		NOW
PHASE I – Single Point of Entry	Services require Citizens to access and input data independently at each Agency. Citizens need to be aware that a web site exists for self-service.	6 Months
PHASE II – Citizen Data	Single conduit for hot links to all eLoan sites. Education of the Citizen on loan products and consequences of delinquent actions.	6-12 Months
PHASE III – Shared Data	Citizen Data enables single ID, password, and key data tokens to be shared across Agency services. Most common data components for eLoans process compiled.	12-18 Months
End State Phase	Common repository for Citizen data to be leveraged across Agency applications.	Future
	Fully integrated solution that is maintained and operated collectively, and accessible and utilized by all.	